



Unlock working capital while improving the customer experience

How four businesses benefit from
automated payments and collections



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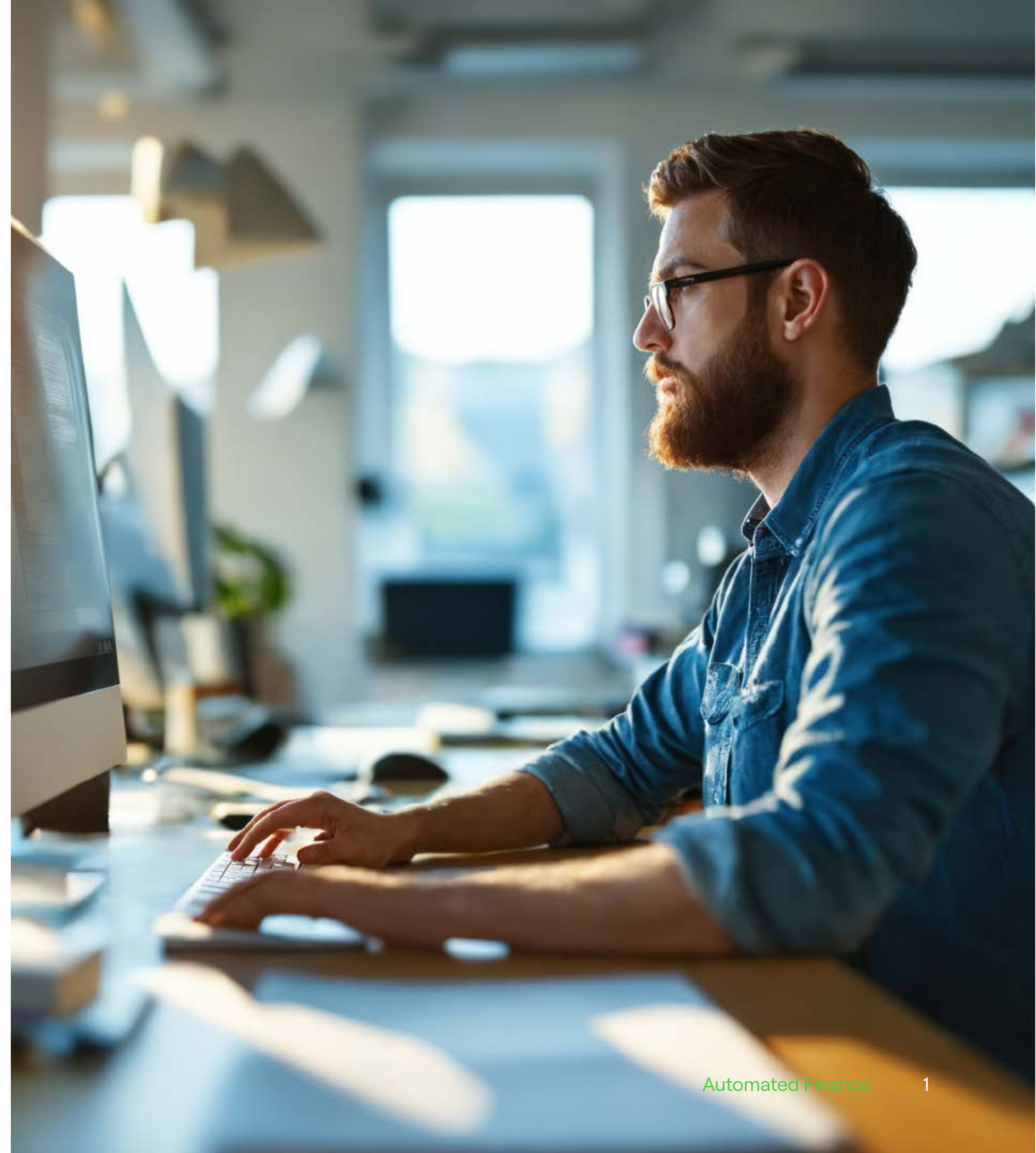
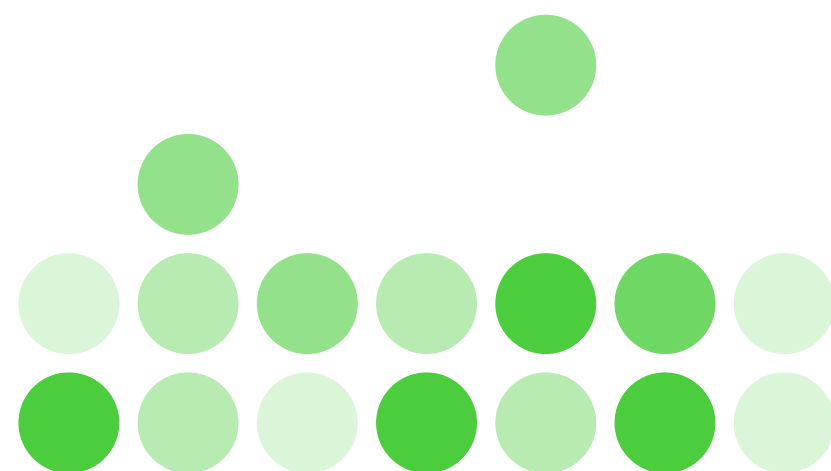
Introduction


When it comes to paying bills, consumers expect the experience to be convenient, secure and user-friendly.

Most prefer mobile-friendly platforms that accept a wide variety of payment types through various digital channels.

Companies cannot meet modern billing, payment collection and reconciliation functions using outdated solutions. Billing and AR teams need new tools and solutions that support digital efficiency and provide real-time insights into invoicing and payments. They need biller-direct solutions that accelerate cash flow and reduce days sales outstanding (DSO) while delivering a positive, seamless experience that meets consumer expectations while also influencing their purchasing habits.

Discover how four businesses were able to improve working capital and deliver the best customer experience by outsourcing bill presentment and payment to FIS® BillerIQ.



A man with short dark hair, wearing a tan double-breasted coat over a dark shirt, stands on a balcony with a metal railing. He is looking down at a smartphone in his right hand. In the background, there is a body of water and some buildings. A large dark blue semi-circle is overlaid on the left side of the image.

Jack is the controller
at Southeast Water
company, a utility
company serving over
200,000 residents
and businesses.

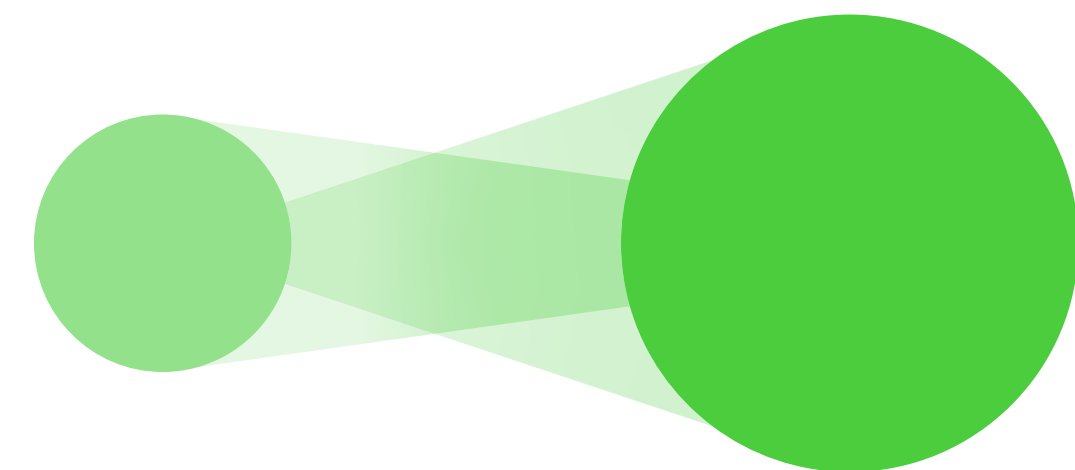
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Meeting customer expectations

Many of the company's customers wanted an easier way to pay their water bill than by writing and mailing a check. To address the demand for electronic payments, Jack implemented BillerIQ. Now, Southeast Water customers can pay their monthly bill using a variety of payment methods including ACH, credit, debit, Realtime Pay, Apple Pay and PayPal through several digital channels including web, IVR, CSR, text and POS.

Customers have the flexibility to pay their bills in the way that works best for them and can also select and save payment type preferences such as one time, future-dated or recurring.

In addition to improving the customer experience with more options to manage and pay bills, Southeast Water saw a reduction in manual collection efforts and the amount of past due invoices by using automated customer notifications.



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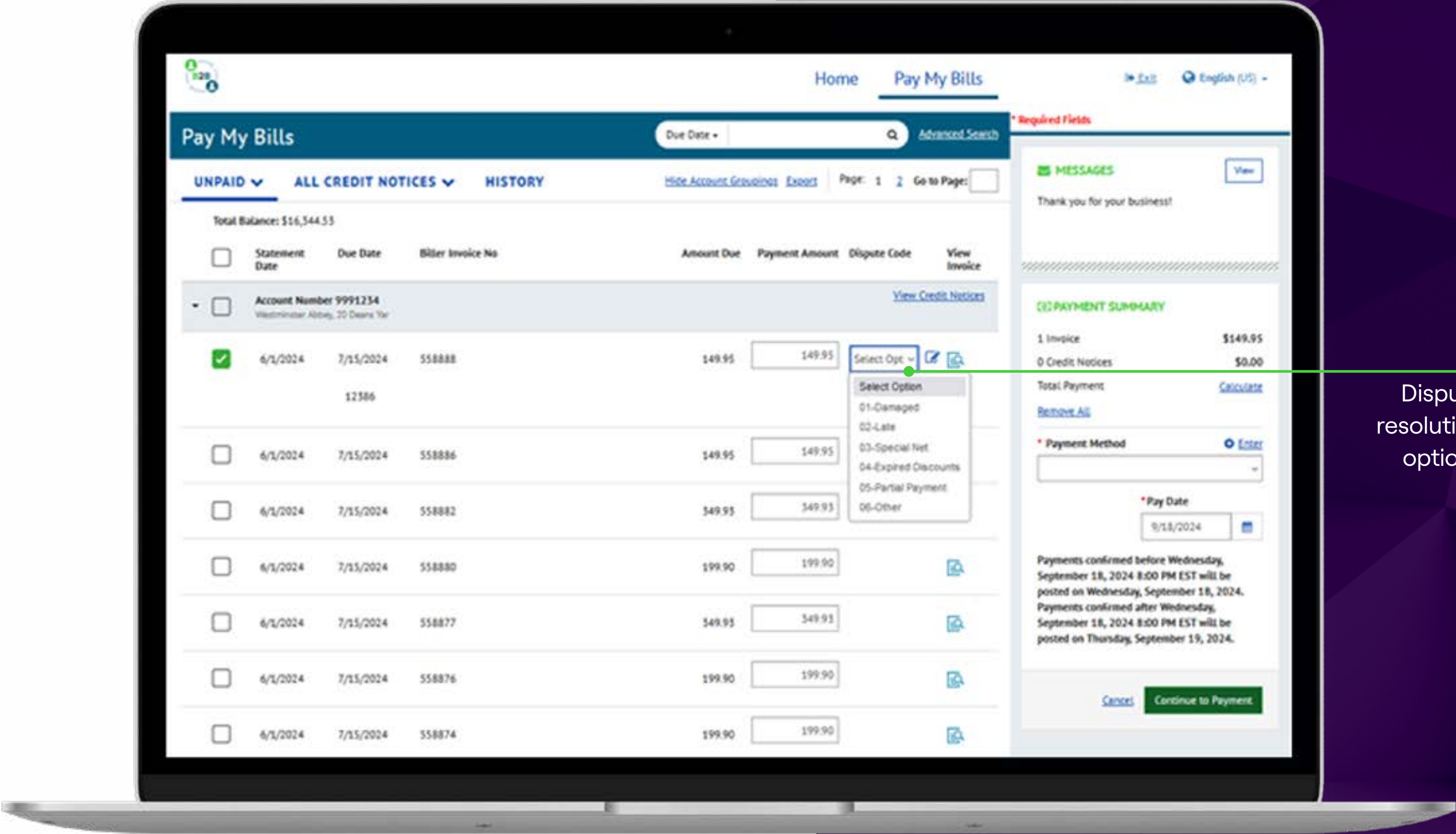
Disputes without the headaches

Midtown Wine and Spirits delivers a mix of products to restaurants and liquor stores, resulting in long, complex invoicing.

By implementing BillerIQ, Midtown was able to offer customers the ability to review invoice details electronically and pay directly through the company’s website.

Customers can also easily dispute an invoice in the event product is damaged and submit a short payment on the remaining invoice balance.

BillerIQ provides Midtown Wine and Spirits with all the required details for successful dispute resolution without the need to contact customers. This has helped Midtown reduce manual billing inquiries and receive collections faster.



Frank, the CFO of Lakeview Bank, experienced reconciliation challenges for the institution's recurring student loan and mortgage payments due to the number of bank channels accepting the payments.

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Smooth reconciliations



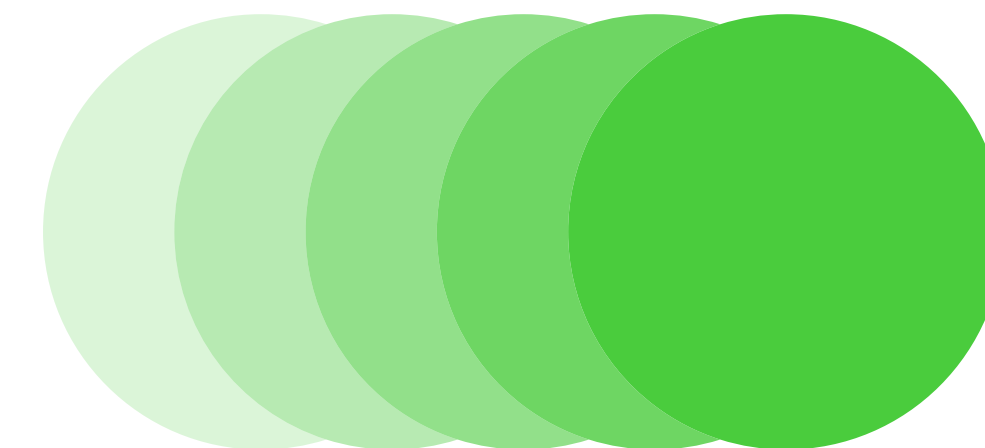
BillerIQ enabled Frank to expand the bank's digital payment options while simplifying the bank's loan payment reconciliation process.



The solution provides Lakeview Bank one consolidated payment file for remittance data across all digital channels for smoother, faster reconciliation.



Digital posting data enables straight through processing (STP), which helps the bank achieve greater accounting accuracy and back-office efficiency.



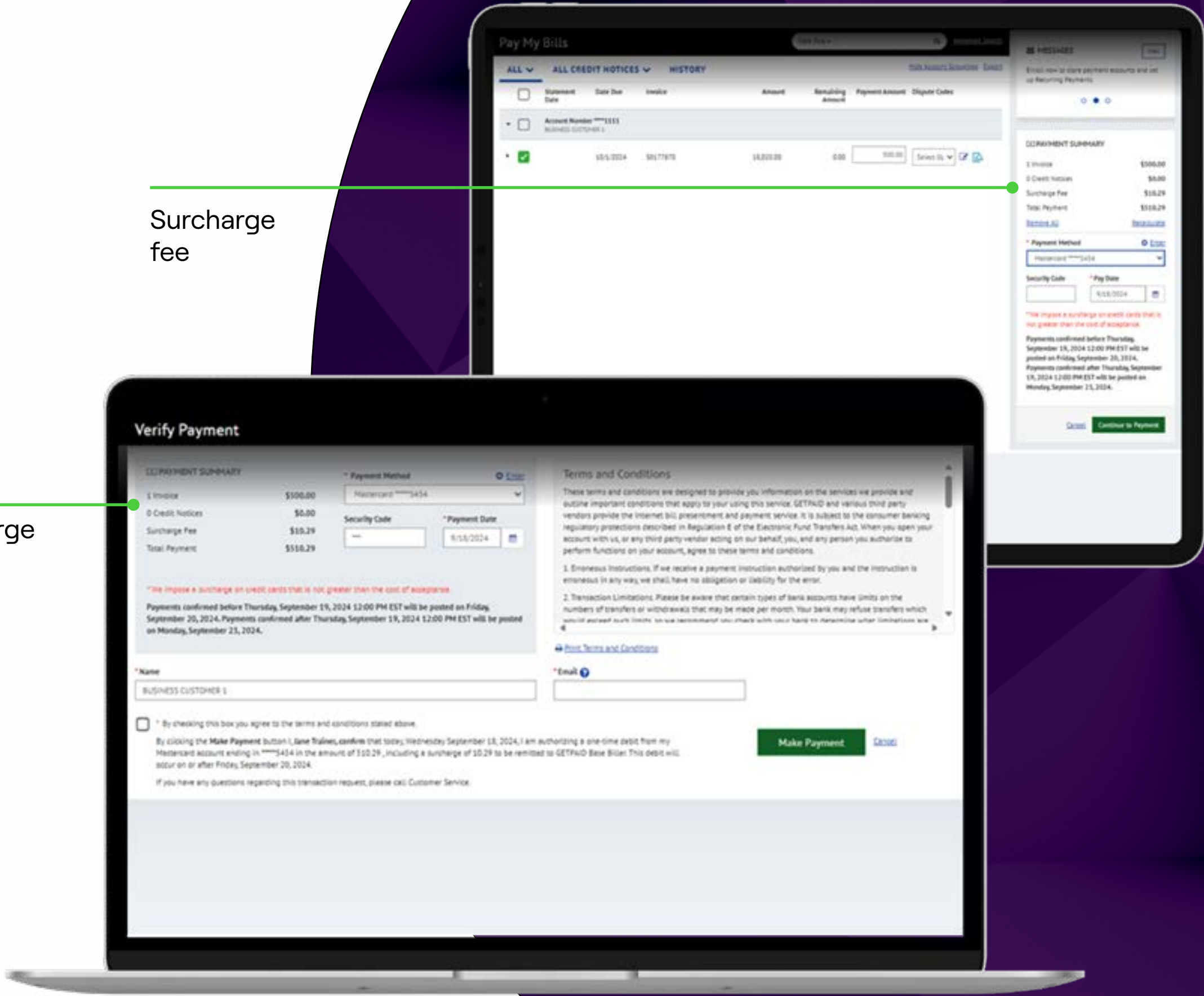
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Reducing payment card expenses for merchants

Mainway, a real estate management company with a large portfolio of vacation home rentals, wanted to expand its payment options to include credit cards, but was concerned that the associated merchant fees would negatively impact margins.

With BillerIQ, Mainway benefits from a fully-compliant solution that works behind the scenes of every card payment. The solution’s dynamic surcharge program allows Mainway to offset merchant processing expenses by assessing tenants a fee in accordance with state, provincial, federal and card network regulations.

This feature helps protect Mainway’s bottom line and ensures availability of funds, swift settlements and reduced administrative expenses.



Anyone who supports the office of the CFO knows today's struggles across the entire money lifecycle: manual, error-prone processes, limited visibility, high-stakes security, clunky implementations, complicated integrations, and the list goes on.



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FIS Automated Finance can help

For those who want to take finance to the next level – from a cost center to a true strategic advantage – it takes more than just better products.

Automated Finance is your partner for growth, delivering a comprehensive suite of receivables, payables, and revenue optimization tools that remove friction to help move money, unlock revenue opportunities, and give you the confidence and capabilities to grow.

With BillerIQ, businesses can extract the full commercial value from Automated Finance's receivables automation suite and harness valuable cost and efficiency benefits that help the CFO's office drive growth and boost the bottom line.

Are you ready to transform traditional billing and payment processes with the industry's most trusted platform for moving data and dollars quickly and safely?



FIS is a financial technology company providing solutions to financial institutions, businesses and developers.

Our **technology** powers the global economy across the money lifecycle.



Unlock seamless integration and human-centric digital experiences while ensuring efficiency, stability, and compliance as your business grows.



Unlock liquidity and flow of funds by synchronizing transactions, payment systems, and financial networks without compromising speed or security.



Unlock a cohesive financial ecosystem and insights for strategic decisions to expand operations while optimizing performance.

About FIS

FIS is a financial technology company providing solutions to financial institutions, businesses and developers. We unlock financial technology that underpins the world’s financial system. Our people are dedicated to advancing the way the world pays, banks and invests, by helping our clients confidently run, grow and protect their businesses. Our expertise comes from decades of experience helping financial institutions and businesses adapt to meet the needs of their customers by harnessing the power that comes when reliability meets innovation in financial technology. Headquartered in Jacksonville, Florida, FIS is a member of the Fortune 500® and the Standard & Poor’s 500® Index. To learn more, visit FISglobal.com. Follow FIS on LinkedIn, Facebook and X (@FISglobal).



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**Advancing the way the world
pays, banks and invests™**